



2016 Pharmacy Flu Shot Program

Questions and Answers

Q1. What retail pharmacies are participating in the flu shot program?

A1. Use the DocFind function at www.COVAHealthAware.com to identify participating providers—just click on either "Find a flu shot/vaccine provider" or "Pharmacies" to find participating pharmacies and walk-in clinics that can provide a flu shot. When you click on providers, you will get additional information regarding their specific processes. For some, you can even schedule an appointment on-line. Remember, not all providers can administer the vaccine, so be sure that administration is available and that there is an adequate supply of the vaccine. Contact the specific provider to confirm availability.

Q2. What happens if I get a flu shot from a non-participating provider?

A2. Coverage will be at the out-of-network benefit level; you will likely have to file the claim yourself; and, like any out-of-network provider, you may be balance billed for costs over the allowable charge.

Q3. Can I get a flu shot in Richmond at Capitol Square Healthcare?

A3. Capitol Square Healthcare will provide regular and high dose flu shots onsite to state employees only. Appointments can be made at www.capitolsquarehealthcare.com. Walk-ins are accepted. COVA Care and COVA HealthAware members will pay \$15 for the visit and receive a flu shot at no cost. Other plan members, wage employees and those without state health coverage will pay \$75 along with the actual cost of the vaccine.

Q4. Can I get a flu shot at a retail health clinic, such as a Minute Clinic?

A4. Yes, use the DocFind function under "Find a flu shot/vaccine provider" to identify walk-in clinics, such as Minute Clinics, that participate in the Aetna network.

Q5. Can I still get a flu shot at my doctor's office?

A5. Yes, COVA HealthAware will pay 100 percent for flu shots administered at participating physicians' offices. However, your doctor may charge for the office visit.

Q6. When can I receive a flu shot?

A6. COVA HealthAware participants can get flu shots at participating provider locations as soon as vaccine is available. Flu shots should remain available for the duration of the flu season.

Q7. Are there any special requirements to get a free flu shot?

A7. Be sure that you and covered family members present a photo ID and your plan ID card at the pharmacy or clinic counter so that your eligibility can be confirmed.

Q8. Does a pharmacist working for the participating drug store or clinic have to administer the flu shots?

A8. Be sure to ask whether the flu shot clinics are being done by the participating provider or a third party vendor. To be covered at no cost to you, a flu shot must be administered through the participating provider and processed by the participating provider online under the Aetna pharmacy benefit. Be sure to check before getting the flu shot to ensure that the pharmacy or clinic will not charge you. If you are a COVA HealthAware participant and the participating provider will not process your flu shot for free, direct them to the Aetna Health Concierge at the number on your ID card.

Q9. Will there be walk-in service available or will members have to make an appointment?

A9. This will vary by provider. Contact the provider in advance to be sure you understand the process. Some providers allow on-line scheduling (see question 1).

Q10. Are the participating flu program pharmacies and walk-in clinics offering flu shots to the general public or just to those with a state pharmacy benefit?

A10. These providers are not limited to the state program.

Q11. Do children need a prescription to receive a flu shot?

A11. Children under 18 may need a prescription to get a flu shot at a pharmacy. However, depending on the pharmacy, the pharmacist can call the doctor for a prescription. Parents should call ahead to find out if the pharmacy will dispense a flu shot to children and to inquire if the pharmacy has an age limit.

Q12. How do I get credit for the flu shot "Do Right?"

A12. Eligible employees, retirees and their spouses can receive an HRA incentive for getting an annual flu shot. If you receive the flu shot:

- Through a participating provider or pharmacy, the incentive will automatically be applied to your HRA within the month after Aetna receives and processes the claim.

- At an on-site clinic sponsored by your employer, be sure the provider or pharmacy is collecting your ID card information in order to submit a claim to the health plan.
- Through another program or clinic where your ID card information is not collected and no claim will be submitted to the health plan, you can complete and submit the Flu Shot Incentive Form (http://www.covahealthaware.com/pdf/Flu_Shot_outside_of_the_program_for_HRA.pdf).

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